

Serial No.: 09/577,658
Art Unit: 3623

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Page 2

Amendments to the Drawings: begin on page 10 of this paper and include attached replacement sheets.

Remarks: begin on page 11 of this paper.

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Page 10

Amendments to the Drawings:

The attached sheets of drawings include changes to Figs. 2-7. These sheets, which include Figs. 2-7, replaces the original sheets including Figs. 2-7

Attachment: Replacement Sheets



Mid-Market Database - MAIN SWITCHBOARD

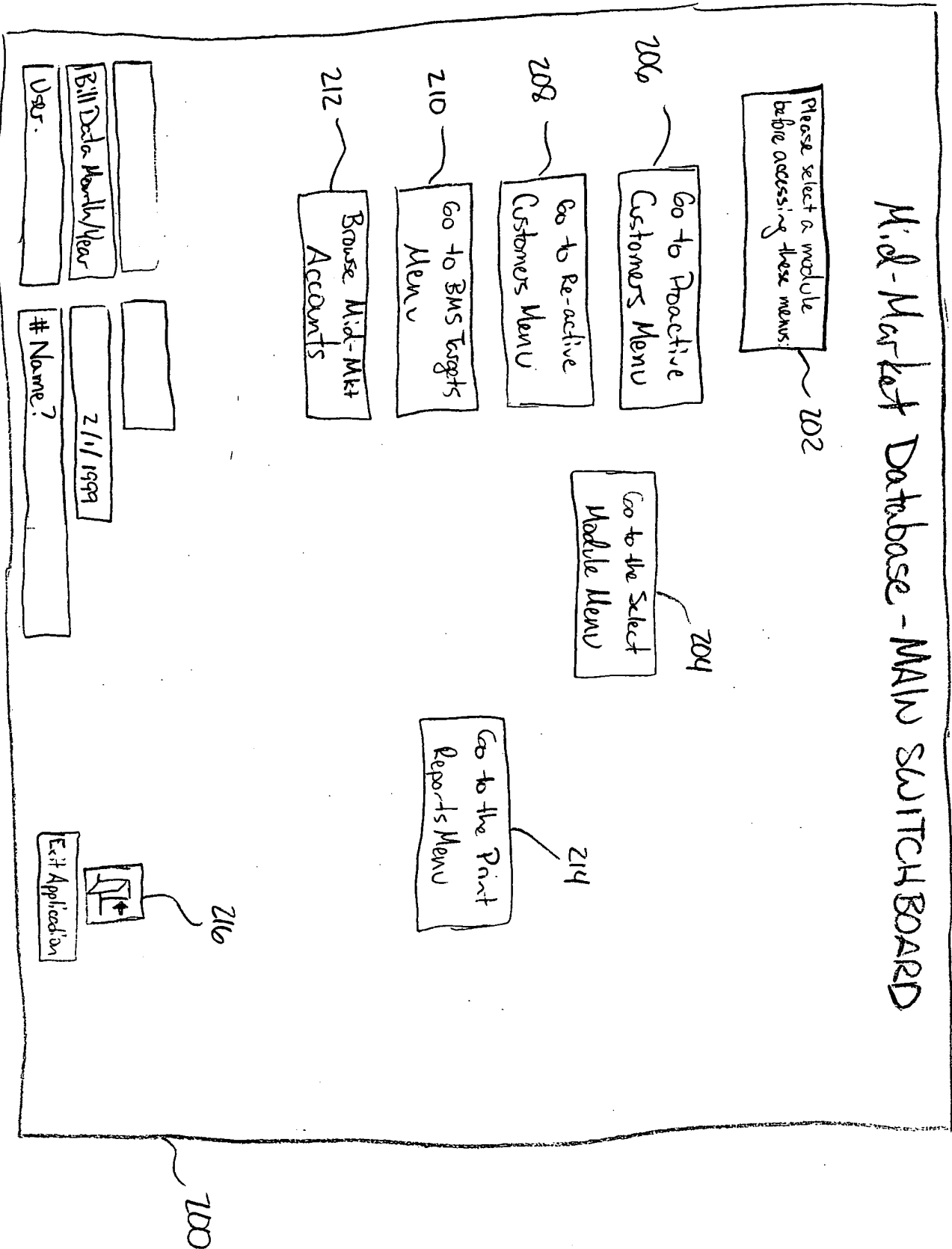


FIG. 2

Mid-Market Database - Proactive Menu

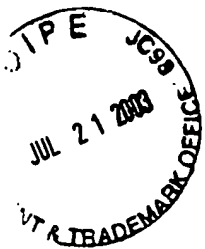
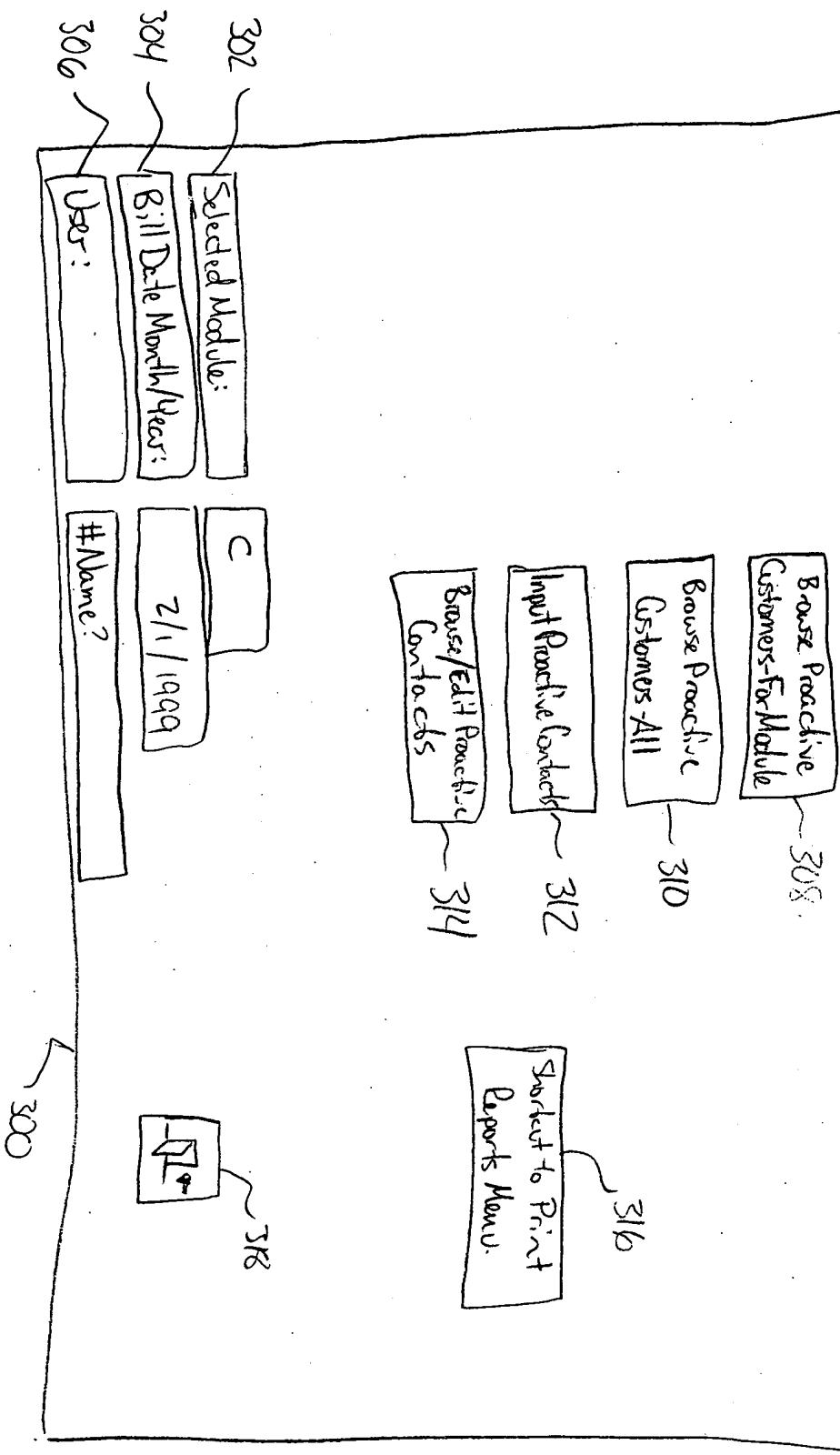


Fig. 3

Browse Proactive Customers Form - For Selected Module

402

MAN FID	S3VGQ
local service	47
number of accts	\$11,669.72
Name assigned to MAN	1ST FRANKLIN
AE assigned to Customer	
Customer Contact	
Contact Number	
Remarks	

Select by Name:

Select by MAN:

Edit Customer Data

406 Display Report of Accts for Selected MAN

408 Print Reports of Accts for Selected MAN

Edited by: VIRGINIA LEWIS

Last Edit: 5/26/1999

MAN FID	SO427
local service	\$4,259.16
number of accts	15
Name assigned to MAN	A C WHITE TRANSFER &
AE assigned to Customer	
Customer Contact	
Contact Number	
Remarks	

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

MAN FID	S0NG5
local service	\$8,682.86
number of accts	21
Name assigned to MAN	A J MORRIS &
AE assigned to Customer	
Customer Contact	
Contact Number	
Remarks	

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

400

Edit Proactive Customer Data

Customer Data the can be edited:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

Remarks:

Customer Data that cannot be edited:

Customer Name:

MAN FID:

Module:

Total Local Service:

Total Number of Accts:

Edited by:

Last Edit:

1ST FRANKLIN

S3VGQ

C

\$11,669.72

47

VIRGINIA LEWIS

5/26/1999

Selected Module:

#Name?

User:

C

Input Status:

EDIT DATA

Save Changes

Input Contact for
Displayed Customer

FIG. 5

Enter Proactive Contacts

SV, MV, OV, SP, MP, OP

Date of Contact:

602

Quality of Contact:

604

Remarks:

606

View Quality Contact Guidelines

SV, MV

SP, MP, OP

Select by Assigned Name:

Select by MAN FID:

618

Customer Data:

Customer Name:

MAN FID:

Total Local Service:

Total Number of Accts:

Module:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

To make changes to this data, use the Browse Proactive Customers Form

Click all Products Discussed:

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric
- ☐ Billing
- ☐ Select

Click all Products "Sold" & Indicate Number of each product:

- | | |
|---------------------------------------|--|
| <input checked="" type="radio"/> CLUB | |
| <input type="radio"/> DAB | |
| <input type="radio"/> BMS | |
| <input type="radio"/> RSB | |
| <input type="radio"/> MTB | |
| <input type="radio"/> EDI | |
| <input type="radio"/> Electric | |
| <input type="radio"/> Billing | |
| <input type="radio"/> Select | |

608

Follow-up Date:

Follow-up Remarks:

614

612

FIG. 6

600

Browse Mkt Accounts - by Billing Name

bill number
cent fid
site
name
addr2
addr3
addr4
addr5
man fid
local serv
input date
input by

proactive ind
reactive ind
mbs target ind
do not call ind
module ind

☐ non-ebs in
☐ ebs ind

☐ rsb ind
☐ club smy in
☐ edi ind
☐ dab prod in
☐ mtb ind
☐ bms ind
☐ ckf ind
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

702

714

712

706

716

bill number

man fid
local serv
input date
input by

proactive ind
reactive ind
mbs target ind
do not call ind
module ind

☐ non-ebs in
☐ ebs ind

☐ rsb ind
☐ club smy in
☐ edi ind
☐ dab prod in
☐ mtb ind
☐ bms ind
☐ ckf ind
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

704

708

710

bill number

man fid
local serv
input date
input by

proactive ind
reactive ind
mbs target ind
do not call ind
module ind

☐ non-ebs in
☐ ebs ind

☐ rsb ind
☐ club smy in
☐ edi ind
☐ dab prod in
☐ mtb ind
☐ bms ind
☐ ckf ind
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

700

FIG. 7